

PIERSE

Pierse Contracting Ltd
 Wilfred Brown Building Extension
 c/o Brunel University of West London
 Uxbridge Campus
 Cleveland Road
 Uxbridge
 Middlesex
 UB8 3PH

Ray

Thought this would
 make you smile.

ME

Kone Plc
 34 Bedford Road
 Clapham
 London
 SW4 7HJ

Fax: 020 7501 2470

For the attention of Chris Povey

Re: Brunel University, Wilfred Brown Building

19th April 2007.

Dear Chris,

Despite your winning charm that led us into a false sense of security that Kona has changed from a primadonna unhelpful contractual organisation into a pink fluffy cuddly organisation that had moved customer service from below the bottom of it's list of priorities, I can confirm that you successfully duped us and we are now looking for the hidden cameras that will not doubt show the footage of us looking foolish to our peers in the industry, or the Contract Journal top 100 most gullible contractors awards (Gold award).

As you will recall, we told you we were going to buy a lift from you. This was last year, October, actually. We finally managed to get you to our site in the Middle of January when we issued you with a formal order for said lift. 12 weeks ago.

As a key part of this process, 2 things were going to happen. The first was that the lift installation side of the business were to know about us, and the second being that the lift would go in the building from 2nd April. Both of these are fairly key to fulfilling the order, and completing the transaction as you will understand.

I am currently in the process of removing my mothers telephone number from the 'frequent discount friends and family BT offer' as I, and Julian Read, one of the site team, are trying to reach your answer phone on a now almost daily basis to find out where 1) our drawings for approval are, 2) when the engineer is going to install the lift eyes so we can strike the scaffolding, 3) when the installation manager is going to answer the telephone and actually know who we are, and 4) given that when I last managed to get hold of you, you admitted that there was a colossal cockup, but the lift would go in during the first week of May, only 4 weeks late, but you would call back to confirm. (This was 4 weeks ago, so we are now guessing at early June...)

Chairman
 Ged T Piense
 Managing Director - Contracting
 Nurbert O'Reilly
 Managing Director - Civil Engineering
 Michael A Flick

Directors
 Feargial O'Nolan (Secretary)
 Brendan Sheridan
 Sean McGeehan



Company Registration No: 2568775

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Chris. We hand over on the 31st July. No iff's, but a grey areas or pbxes at the bottom of the garden. The End of July with a fully working lift. This is to a client who is expecting Norwest Holst to subsequently install a significantly larger number of lifts on Phase 6, and it is currently my personal recommendation to my opposite number on the adjacent project that he staples the backs of his eyelids to John Prescott's Arse before placing an order with you for this valued project.

Make no bones about it, nice chap though you were, and we really honestly did think so, we should be sending you to Iran to help them with construction on their Nuclear Projects - A) so that we sabotage them without government inquiries, and B) Safeguard the UK construction industry. *

Now, please be very clear about this bit, at this point it can only go one of two ways.

Way 1 (for want of a better description) we receive a telephone call in the next working day to confirm a date for i) drawing issue, ii) lift eye installation and shaft inspection, iii) lift installation (A date that is politically acceptable), and we will in return buy you lunch.

Way 2 We make the biggest drama queen act you have ever seen, abandon the project and dedicate our lives to creating a new Olympic sport where you are tied naked to a stake and every nation in the world is invited to see how much noise they can get from you (On a calibrated noise meter from a 5m range) with a McDonalds Straw. Strict rules will be brought in to enforce and protect against straw tampering. We may decide to turn a blind eye from time to time.

Yours,

Guy Shepherd
Up, wound, beyond, belief, totally.

Chairman
Ged T Pierce
Managing Director - Contracting
Norbert O'Reilly
Managing Director - Civil Engineering
Michael A Flick

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